

Please contact help desk if you are unsure of the time scale and cannot find it in the table below. We will try to give you a time frame wherever possible.

These response times will be reviewed annually. The current time scales reflect the workload and the resources we currently have.

Area of work	Type of work	SLA – Estimated timescale
Plumbing	Blockages / Leaks in toilets & showers	Same day*
	No hot / cold water	Same day*
	Flash Handles – replace / repair	2 days
	Taps / Plugs / Loose & broken seat / Shower heads – replace / repair	1 week
	Install new service - under-sink water heaters, re-pipe etc.	1 month
	Investigate foul smells	Same day

*Same day - if reported before noon, 24 hours if reported after 12 o'clock